

# Civil Service Basics



Webinar

Participant's Manual  
Comprehensive Public  
Training Program (CPTP)

# **Civil Service Basics**

Comprehensive Public Training Program (CPTP)

Sponsored by the Governor's Office, Division of  
Administration & The Department of State Civil Service

*The Department of State Civil Service*

*P.O. Box 94111*

*Baton Rouge, LA 70804-9111*

*Phone: (225) 342-8274*

[www.civilservice.louisiana.gov](http://www.civilservice.louisiana.gov)

## Table of Contents

About Civil Service.....	4
Compensation Division .....	11
Staffing Division.....	28
Program Assistance Division.....	34
Accountability Division .....	40
Appeals Division .....	42
 <b>Appendix</b>	
Appendix A: Additional Human Resources Courses.....	46
Appendix B: Glossary.....	47

# **About Civil Service**

- Purpose and Mission
- Legal Authority
- Benefits
- Civil Service Commission
- Civil Service Director
- Civil Service Divisions
- DSCS Assistance Teams
- Civil Service Website

## **About of Civil Service**

Before the Civil Service system was created, state employees were hired and fired based on the “spoils system.” Obtaining and keeping state employment often depended on political influence and on whom one knew. Charles Dunbar, a New Orleans attorney, wrote the first state legislation for a Civil Service system in 1940. It was repealed by the legislature in 1948 during the term of Governor Earl Long. The present system (Merit System) became part of the State Constitution in 1953 and was later continued in the 1974 revision of the State Constitution.

## **Purpose and Mission of Civil Service**

### **Purpose**

- Eliminate waste and inefficiency with political patronage.
- Create a personnel system to encourage a stable, qualified, efficient, and politically neutral workforce.
- To govern personnel practices for the state’s classified workforce.  
C.S. Rules do not govern unclassified state employees.

### **Mission**

- Develop and administer human resources practices for state agencies.
- Help state agencies provide quality services.
- Meet state constitutional mandates for operating within the public sector.

### **Legal authority**

- Legal authority of Civil Service Rules flows from the State Constitution. Article X of the LA State Constitution authorizes the merit system.
- The Department of State Civil Service was created to oversee the merit system.

## **Benefits**

- Appointments based on qualifications.
- Uniform classification and pay system.
- Continued employment not subject to political changes.
- Appeals process guarantees permanent employees due process before job or pay can be taken away.

## **Civil Service Commission**

The Commission is comprised of seven individuals who serve for overlapping (staggered) terms of six years each. In an effort to remove Commissioners from political influence, the State Constitution provides for the appointment of six of the seven members in the following manner. The Presidents of six private colleges and universities in Louisiana, as each of their designated vacancies on the Commission occurs, nominate three individuals to fill the vacancy. These names are submitted to the Governor and the Governor must appoint one of the three individuals nominated. One of the seven Commissioners is a classified employee elected by state classified employees.

The private colleges and universities involved are as follows:

Centenary College at Shreveport

Dillard University at New Orleans

Louisiana College at Pineville

Loyola University at New Orleans

Tulane University at New Orleans

Xavier University at New Orleans

## **Civil Service Director**

The Director functions as the CEO of the Department of State Civil Service. The Director receives executive direction from the Civil Service Commission and is responsible for administering the state's personnel management program as prescribed in the State Constitution.

## **Civil Service Divisions**

**Compensation Division:** In partnership with the delegated agencies, the Compensation Division is responsible for determining the position allocation of all state jobs. The Compensation Division performs pay studies to assure alignment of the jobs with the pay structure.

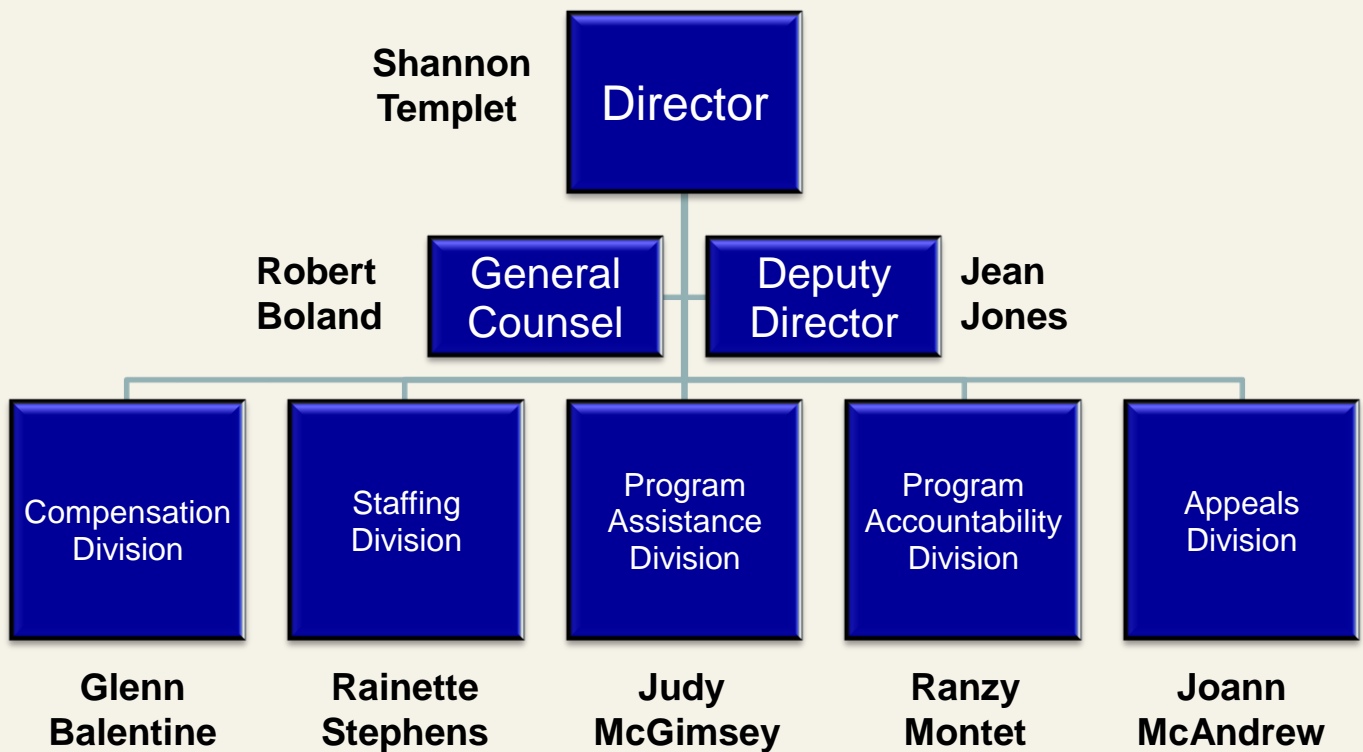
**Staffing Division:** Manages the online application system (LA Careers). Responsible for administering all written tests. Responsible for determining minimum qualifications for classified jobs and assisting agencies with recruiting efforts, affirmative action plans and workforce planning. Establishes Department Preferred Reemployment Lists resulting from agency layoffs.

**Program Assistance Division:** Provides assistance to agencies in accomplishing their HR work as efficiently and effectively as possible. Conducts training for classified employees, supervisors and managers. Also answers employee questions, and proposes changes to existing Civil Service Rules as needed.

**Program Accountability Division:** Responsible for providing an objective evaluation of the human resources practices used by state agencies to manage their classified workforce. They assess the effectiveness of those practices and the overall adherence to merit principles and compliance with Civil Service Rules. The Accountability Division provides agencies with the results of their evaluations and recommend corrective action to the Director and Commission when unacceptable levels of non-compliance or abuse of authority are found.

**Appeals Division:** Helps the Civil Service Commission hear and decide appeals. Also serves as the Clerk of Court's Office for the Commission. The Appeals Division receives appeals, maintains appeal files, schedules hearings, issues subpoenas, mails decisions, and compiles the record if judicial review is sought. The Appeals Division also provides a staff of Referees who hear and decide cases for the Commission.

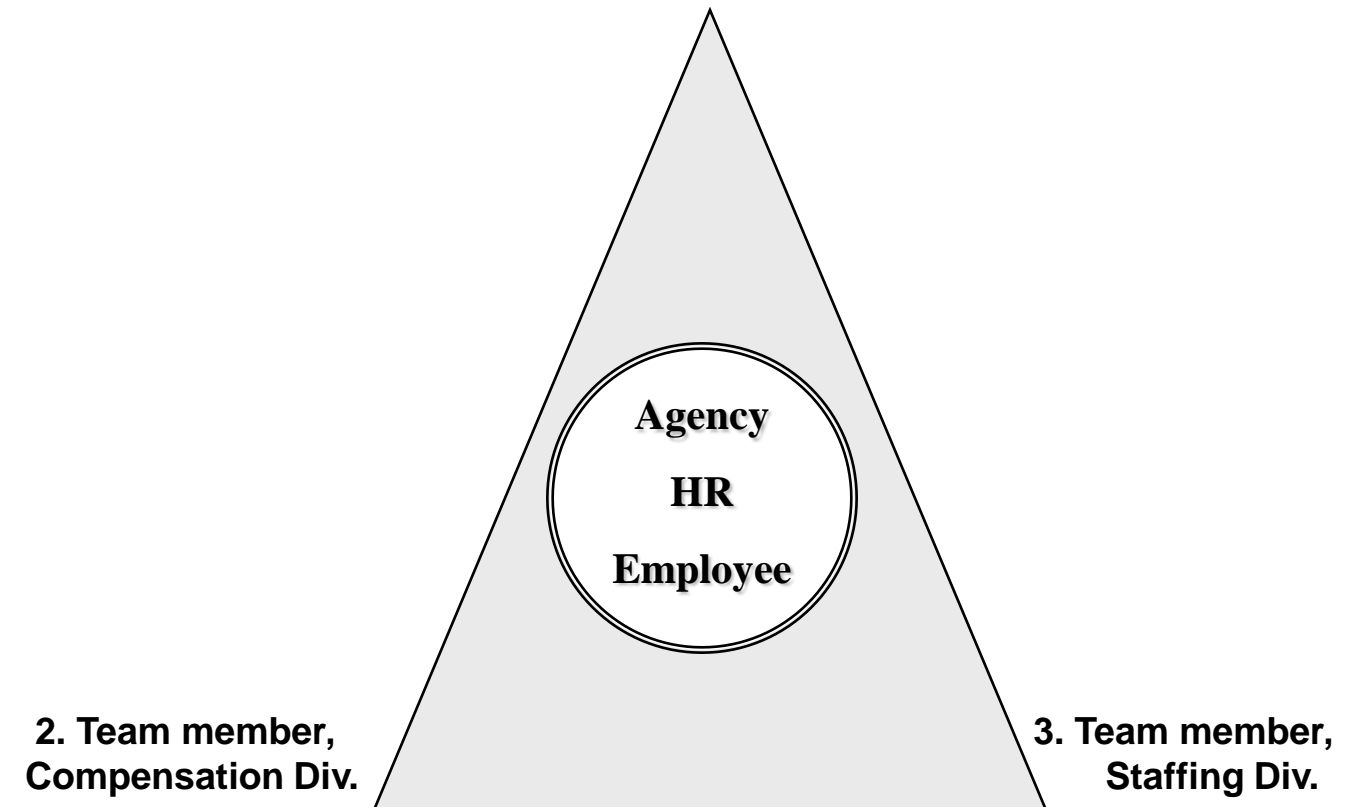
# DSCS Organizational Diagram





## **DSCS Assistance Teams**

### **1. Team Coordinator, Program Assistance Div.**



1. Answers questions from individual employees, agency Personnel Directors and agency managers, reviews reports to provide feedback to agencies on problems, and consults with agencies to help them avoid or resolve problems.
2. Responsible for the allocation and reallocation of classified jobs. Performs pay studies, manages the job evaluation system, and writes job specifications for each state job title.
3. Point of entry for job-seekers. Develops and administers all selection procedures, facilitates written tests at testing centers, and sets the minimum qualification requirements for classified jobs.

# **www.civilservice.louisiana.gov**

## **Why use the Civil Service Website?**

Quick access to:

- Employment Information
- Information about DSCS
- Information about Civil Service Commission
- Human Resources reference material
- HR Info Center
- Training Available

## **Public Information**

- Employment Information
- HR Handbook
- General Circulars
- Downloadable forms
- Training



## **HRinfo**

## **Password protected information for HR professionals only.**

- Info by Division
- Reference Materials
  - HR Director's Meeting Notes*
  - Job Aids*
  - OPEN System*

# **Compensation**

- Position Description
- Position Allocation
- Paying Classified Employees
- Tips for Pay Rules



**Contact Information:**  
**P.O. Box 94111, Capitol Station**  
**Baton Rouge, LA 70804**  
**Ph: 225-342-8083**  
**Fax: 225-342-6074**

## **Position Description:**

- The official form for assigning a job title (allocating) and pay grade.
- A form (SF-3) used to document the duties and responsibilities of a specific position.
- A detailed list of the actual duties the employee is expected to perform.
- Position description (SF-3) link:  
<http://www.civilservice.la.gov/Forms/sf-3.pdf>

## **Four Types of Position Actions**

1. **New Position:** A new position is being created by the agency.
2. **Reallocation:** A change in the allocation of a position from one job to another wherein the duties of the position have undergone a change.
3. **Update:** A position description is being updated by the agency.
4. **Job Correction:** A change in the allocation of a position as a result of revisions to a job specification and/or the allocation criteria for a job specification. Generally, occupied positions are job corrected when an employee's duties have experienced little change for a minimum of two years preceding the action. Job Correction allows a change in a position's job code without the incumbent needing to meet the minimum qualifications or testing requirements.

# COMPENSATION

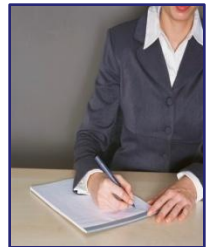
## Three Types of Classification Appeals:

1. **Agency Appeal** - an appeal initiated by the Appointing Authority or his designee.
2. **Employee Appeal** - an appeal initiated by the employee occupying the position.
3. **5.3 Appeal** - an appeal to the Director of Civil Service.  
After a desk audit is conducted by his designee, the Director's decision shall be final for a period of one year.

---

## Writing a Position Description:

### **GETTING THERE IN FOUR STEPS**



#### **Step 1 – Think about the position**

- ✓ What am I doing, why and under what conditions?
- ✓ Is this the way my supervisor wants my position to operate?

#### **Step 2 – Organize the position information**

- ✓ What are the major duties of my position?
- ✓ How could my major duties be grouped together in a logical manner?
- ✓ How much time do I spend on each of my major duties?
- ✓ Which minor duties should I include in my position description?

## COMPENSATION

### Step 3 – Write the Position Description

- ✓ Begin with a mission statement for the position.
- ✓ Begin each duty statement with an action verb.
- ✓ Be as brief as possible.
- ✓ Organize the information in a logical manner to give a picture of the work being performed.
- ✓ Include the time spent performing each major duty.

**Please be aware:** Submitting false statements on position descriptions is a violation of Civil Service Rules and may be subject to disciplinary actions, including termination.



### Step 4 – Certify the Position Description

- ✓ Have you covered all the important facts about your duties?
- ✓ Have you presented your information accurately?
- ✓ Have you avoided **overstating** your duties?

## COMPENSATION

### **Required Attachments to the SF-3**

- A comprehensive organizational chart which shows all positions and reporting relationships in the unit where the subject position is located. Use official Civil Service jobs titles, position numbers and incumbent names/on the organizational chart.
- A statement of Duties and Responsibilities must be submitted with every SF-3. (For details, see Item 5 of the Position Description [SF-3] Instruction Sheet on the C. S. website.)

### **Optional Attachments to the SF-3**

- Signatures/Comments: If comments are indicated next to the signature blocks, please attach appropriate letter(s) or memo(s).
- If the SF-3 is to be used as a Master Job Description for multiple positions having the same supervisor, attach a list of each position number and employee name that will be covered by the Master Job Description.



**NOTES:**

# COMPENSATION

## Key Facts About Position Allocation

Position Allocation is based on:	Position Allocation <u>IS NOT</u> based on:
<ul style="list-style-type: none"><li>• The kind of work being performed</li><li>• The level of difficulty and responsibility of work being performed</li><li>• The KSA's required to do the work</li></ul>	<ul style="list-style-type: none"><li>• Volume of work</li><li>• Quality of Work</li><li>• Value of employee to organization</li><li>• Length of service</li><li>• Probable loss of employee to a better position</li></ul>

**NOTE: Allocations of positions are based on the duties and responsibilities of the position itself, not on the individual occupying the position.**

**A position should be reallocated when its duties and responsibilities undergo an ongoing and significant change.**





# COMPENSATION

## Allocations

Allocations determine the employee's:

1. Job title
2. Pay range
3. Qualifying experience for other jobs
4. PPR expectations



- **Position Description** - specific information regarding the duties and responsibilities defined for a position.
- **Job Specification** - a general listing of the types of duties/responsibilities associated with a job title.

Sample of Job Specification:

<http://www.dscs.state.la.us/asp/OneStopJobInfo/DisplayJobSpec.aspx?JobCode=160180>

# COMPENSATION

## Paying Classified Employees

Classified employees are compensated according to their job allocation. Therefore, pay should be based on their actual job duties.

The Classified pay structure consists of six Pay Schedules.

- (AS) Administrative
- (MS) Medical
- (PS) Protective Services
- (SS) Social Services
- (TS) Scientific and Technical Services
- (WS) Technician and Skilled Trades

### **Paying above the minimum**

- **6.5(b) = Special Entrance Rate**

Improve recruiting and retention in problem jobs by allowing agencies to raise entry pay and (if appropriate) concurrently raise pay of existing employees in those problem jobs.

- **6.5(g) = Extraordinary Qualifications**

Recruit job applicants who possess qualifications above the minimum requirements.

- **6.16.2 = Optional Pay**

Permits an appointing authority to make optional pay increases that shall not exceed 10% in a fiscal year to a permanent employee.

- **6.5(c) = Eligibility to Former Rate Earned**

The pay of an employee reentering the classified service may be fixed at any rate in the range that does not exceed the highest salary he previously earned while serving with permanent status in a classified position.

### **Pay Rule Tips:**

<http://www.civilservice.la.gov/ClassPay/Pay/payruletips.asp>

# COMPENSATION

## Operational “Shall” Rules Tip Page

CS Rule	Purpose	Implementation Requirements
6.4 Rates in the Pay Plan	Uniform compensation system	Employees must be paid between the minimum and maximum of pay range
6.5 Initial Hire	Job or provisional appointment	Pay of a job appointee or a provisional appointee shall not be reduced when an employee who has served longer than 6 months, and is earning more than the minimum for the job.
	Reentering Classified Service	The pay of an employee reentering the classified service may be fixed at any rate in the range that does not exceed the highest salary he previously earned while serving with permanent status in a classified position.
	Restricted Appointment	May set the pay of the employee at any rate in the range.
	Return from military duty	Pay shall be fixed at the rate earned prior to leaving the classified service. If the job or equivalent job had been upgraded or any pay adjustments granted, he shall be granted a pay rate reflecting the impact of these adjustments, as though he had been in the job at the time of the adjustments.
	Federal Law	Must pay at least the minimum wage set by the Federal government. As of July 24, 2008 the state minimum wage is \$6.55.
6.5.1 Appointment from DPRL	Must pay at least the minimum wage	Have to hire at same rate of pay earned at time of displacement unless person was eligible for a merit while out.
6.9 Pay Upon Transfer or Reassign- ment	Transfer or Reassignment	Same grade and title – Same pay Higher Job – Promotion Lower Job – Demotion Lateral – Same Pay Base Supplement to no Base Supplement - Lose

# COMPENSATION

## Operational “Shall” Rules Tip Page

CS Rule	Purpose	Implementation Requirements
6.11	Detail	Lower Job – Cannot reduce pay Higher Job – Pay like a promotion Employee remains eligible for all increases in both the regular and detail jobs. Detail ends – revert to regular rate of pay. Detail ends and promoted into detail job – pay cannot be less than the detail rate of pay.
6.12	Part-time	Pay at an hourly rate for time worked only.
6.14	Merit Increase	Classified employees are eligible for a merit increase after 6 months of employment and then again a year after that six months.
6.15	Red Circle Rate	Protects employees affected by downward job corrections, reallocations, structure adjustments, market grade adjustments, demotions due to non-budgetary layoffs, or when moving from the unclassified to the classified service. Employees are paid above max until the range catches up. Red Circle is removed if the employee is separated or demoted. Employee not eligible for most increases.
6.30	Movement to maximum	If a pay action brings an employee to within \$20 per month of the maximum, may on the same document move pay to the maximum.

# COMPENSATION

## Optional Pay Rules Tips Page “Requires Policy Only”

CS Rule	Purpose	Implementation Requirements	Key Issues
<b>6.5(g)</b> Hiring with Extraordinary Qualifications Credentials	Recruit job applicants who possess qualifications above the minimum requirements	<ul style="list-style-type: none"> <li>- Develop, adopt, and post a written policy (Sent to CS).</li> <li>- The employee may be paid upon hiring or any time within one year of the hire date. If paid after the hiring date, the pay change must be prospective.</li> <li>- If an employee with permanent status resigns and is then rehired into either the same position or into the same job title or a lower level job in his career progression group at the same agency, the employee shall not be eligible for an increase under this rule unless there has been a break in State service at least 60 days.</li> <li>- All pay rates between the minimum and 3<sup>rd</sup> quartile are available.</li> <li>- Qualifications above the minimum requirements must be verifiable and job related.</li> <li>- Rates above the 3<sup>rd</sup> quartile need DSCS pre-approval (becomes an SER)</li> </ul>	<ul style="list-style-type: none"> <li>-Qualifications that include specific, relevant years of experience, defined formal education levels, and/or recognized credentials are easiest to verify and defend.</li> <li>- Current employees in same position do not automatically receive a corresponding pay increase.</li> <li>- Pay for current employees with the same above minimum qualifications can be adjusted.</li> <li>- Consider impact on current employees in same job series prior to implementation.</li> <li>- Must have a hiring event to adjust on-board employees.</li> </ul>

# COMPENSATION

## Optional Pay Rules Tips Page “Requires Policy Only”

CS Rule	Purpose	Implementation Requirements	Key Issues
6.28 Shift Differential	To recruit job applicants and retain current employees by providing higher pay for non-standard work hours.	<ul style="list-style-type: none"> <li>- Develop adopt, and post written policy (Send to Civil Service)</li> <li>- Anything above pre-authorized limits established by DSCS must be approved by DSCS Commission.</li> <li>- Current limits are a percentage of the first-line supervisor midpoint.</li> <li>- All schedules excluding MS: 10% evening, 15% night, 15% weekend.</li> <li>- MS: 15% evening, 20% night, 20% weekend.</li> <li>- Nurses: 20% evening, 30% night, 30% weekend.</li> </ul>	<ul style="list-style-type: none"> <li>- Consider competitive practices prior to policy development and implementation.</li> </ul>
6.28 On-Call Pay	Recruit job applicants and retain current employees by providing hourly pay or comp. time off to employees for being on-call beyond regularly scheduled work hours.	<ul style="list-style-type: none"> <li>- Develop, adopt, and post a written policy (send to DSCS)</li> <li>- Anything above the pre-authorized hours limits established by DSCS (current \$2.25 per hours) must be approved by DSCS Commission.</li> </ul>	<ul style="list-style-type: none"> <li>- On-call means available for call back to the job beyond regularly scheduled work hours – once the employee is called back he must be put on work status.</li> </ul>

# COMPENSATION

## Optional Pay Rules Tips Page “Requires Policy Only”

CS Rule	Purpose	Implementation Requirements	Key Issues
6.7 & 6.8 Promotion Pay and Reallocations	Provides agencies the opportunity to customize pay increases for Multi-grade promotions and job allocations.	<ul style="list-style-type: none"> <li>- Develop, adopt, and post a written policy (send copy to DSCS)</li> <li>- DSCS established parameters for promotions and job reallocations.</li> <li>- One grade: 7%</li> <li>- Two grades: 7% to 10.5%</li> <li>- Three or more grades: 7% to 14%</li> </ul>	<ul style="list-style-type: none"> <li>- Promotion / reallocation pay when moving from one schedule to another is based upon the percent difference in base maximums (old job vs. new job)</li> <li>- 14% difference = 7% increase.</li> <li>-&gt; 14% &lt; 21% difference = 10.5% pay increase.</li> <li>- &gt; 21% difference = 14% pay increase.</li> </ul>
6.10 Voluntary Demotions	Promote retention of employees that voluntarily demote by modifying or waiving standard reductions in pay related to demotion.	-Develop, adopt, and post a written policy (send copy to DSCS). Agency must certify to DSCS that they will not engage in fraudulent promotion-then-demotion maneuvers as a method of granting pay increases.	A clear policy of appropriate applications is important to the effective and consistent use of this flexibility tool.

# COMPENSATION

## Optional Pay Rules Tips Page “Requires Commission Approved Policy”

CS Rule	Purpose	Implementation Requirements	Key Issues
6.16.1 Rewards and Recognition	Recruiting and retention aid that allows state agencies to provide monetary or non-monetary rewards for specific work-related achievement.	<ul style="list-style-type: none"> <li>- Develop, adopt and post a written policy.</li> <li>- Developed policy must be submitted to DSCS for pre-approval prior to agency adoption and implementation</li> <li>- Specific, work related achievements must be described as individual or defined-group accomplishments.</li> <li>- Value of rewards may not exceed 9% of base pay per fiscal year (July 1 – June 30)</li> <li>- Agency required to submit annual utilization report.</li> </ul>	<ul style="list-style-type: none"> <li>- Agency policies should be straightforward and simple to ensure effective, consistent implementation.</li> <li>- Defined achievements should be measureable.</li> <li>- Value of reward should correspond with value of achievement.</li> <li>- Not intended as a rule to give most of the agency a pay increase.</li> </ul>
6.16.2 Optional Pay Adjustments	Address a broad range of recruiting and retention challenges by allowing agencies to grant individual pay adjustments (temporary or permanent additions to base).	<ul style="list-style-type: none"> <li>- Agencies are required to develop, adopt, and post a written policy.</li> </ul> <p>Application of optional pay adjustments include:</p> <ul style="list-style-type: none"> <li>- Retention of employee to avoid significant agency detriment.</li> <li>- Adjust pay differentials between comparable employees.</li> <li>- Reward performance of additional duties.</li> <li>- Recruiting difficult-to-fill positions.</li> </ul> <p>For all situations except Additional duties may be compensated as follows:</p>	<ul style="list-style-type: none"> <li>- Broadly defined rule creates policy development challenge.</li> <li>- Implementation consistency will also be a challenge.</li> <li>- Carefully consider future effects of granting optional pay adjustments.</li> <li>- Widespread and heavy use of this pay flexibility tool within an agency is ill advised under most circumstances. Best applied to specific target problems.</li> </ul>



# COMPENSATION

## Optional Pay Rules Tips Page “Requires Commission Approved Policy”

CS Rule	Purpose	Implementation Requirements	Key Issues
Cont'd 6.16.2 Optional Pay Adjustments		<ul style="list-style-type: none"> <li>- Under the authority of your written policy, you may pay up to 5% for non-administrative level employees.</li> <li>- Any requests for payments over 5% up to 10% must be individually approved by the Commission.</li> <li>- All requests for payments for employees at the administrative level must be individually approved by the DSCS Commission.</li> </ul>	<ul style="list-style-type: none"> <li>-Agency policies should be straight-forward and simple to ensure effective, consistent implementation. Defined achievements are to be measureable.</li> <li>-Value of reward should correspond with value of achievement.</li> <li>-Not intended as a rule to give a pay increase.</li> </ul>
6.16.3 Exceptional Performance and Gainsharing	To establish an incentive program designed to encourage increased efficiency in government operations, allows payments of up to 20% of employees annual salary.	<ul style="list-style-type: none"> <li>- Civil Service Commission must approve all award plans before any payments are made.</li> <li>- General fund agencies must receive approval from the Joint Legislative Budget Committee and should call Elise Reed of the House Appropriations Committee at (225)342-1394.</li> <li>- Non-general fund agencies must receive approval from an appropriate authority.</li> </ul>	

# COMPENSATION

## Optional Pay Rules Tip Page

### “Requires an Individual Request and Commission Approval”

CS Rule	Purpose	Implementation Requirements	Key Issues
6.5(b) Special Entrance Rate	Improve recruiting and retention in problem jobs by allowing agencies to raise entry pay and (if appropriate) concurrently raise pay of existing employees in those problem jobs.	<ul style="list-style-type: none"> <li>- Develop, adopt, and post a written policy.</li> <li>- Send to Civil Service two weeks prior to effective date.</li> <li>- Agency may implement by policy within pre-approved rates.</li> <li>- Agencies must document and report results of their recruiting efforts as part of their request for SER approval.</li> <li>- All proposed SERs must be sent to DSCS with a completed SER Questionnaire.</li> <li>- Before you implement an SER for a job series, you should identify the rational business reason(s) for the SER.</li> </ul>	<ul style="list-style-type: none"> <li>- Agencies may establish SERs based on documented rational business reasons. Although the Civil Service Commission has established pre-authorized rates for SERs, all policies must be reviewed by the Compensation Division prior to implementation. Agencies may limit SER utilization to specific offices and/or geographic areas experiencing recruitment or turnover problems.</li> <li>- Be sure to fully document recruitment and turnover data in order to effectively evaluate your agency's need for an SER.</li> </ul>

# COMPENSATION

## Optional Pay Rules Tip Page “Requires an Individual Request and Commission Approval”

CS Rule	Purpose	Implementation Requirements	Key Issues
6.16(a) Special Pay Rates	Improve recruiting and retention by allowing agencies to grant higher pay to compensate for hazardous duty, difficult work environment/ location, and extraordinary duties; or to address market equalization issues.	<ul style="list-style-type: none"> <li>- DSCS must pre-approve all proposed special pay rates.</li> <li>- Agencies must submit a letter to DSCS explaining the need for and justifying the amount of special pay requested.</li> <li>- Special pay is lost if an employee leaves the covered position or stops performing the relevant hazardous/ extraordinary duties.</li> </ul>	<ul style="list-style-type: none"> <li>-DSCS may proactively establish special pay rates in recognized problem areas.</li> <li>- Special pay is usually attached to hours worked, but can be requested in the form of a monthly amount...this must be specified in your request.</li> <li>- Special pay is not considered part of base and not considered in retirement calculations.</li> </ul>
6.3.1 Perquisites	Support recruiting and retention by allowing agencies to provide cash allowances in lieu of physical assets (housing, uniforms, etc.).	<ul style="list-style-type: none"> <li>-DSCS must pre-approved these cash allowances and any desired change in previously approved cash allowance amounts.</li> <li>Agencies need not seek DSCS approval when providing the physical assets rather than the cash allowance.</li> <li>- Agencies must request cash allowance or any other revisions by letter; describing purpose and amount.</li> <li>- Cash allowances for food are not allowed except in extraordinary situations.</li> </ul>	<ul style="list-style-type: none"> <li>-Agencies need not seek DSCS approval when providing the physical assets rather than a cash allowance.</li> </ul>

# **Staffing**

- Appointment Types
- Unclassified Appointment Types
- CS Rules-Ch. 22 & 23
- HR Handbook-Staffing
- LA Careers
- Tools and Resources



**Contact Information:**  
**P.O. Box 94111, Capitol Station**  
**Baton Rouge, LA 70804**  
**Ph: 225-342-8536**  
**Fax: 225-342-2386**

# STAFFING

## Appointment Types:

### ➤ **Classified Appointment Types**

1. **Probational Appointment** is an appointment that leads to permanent status (CS Rule 23.3).
2. **Promotion** – change of a permanent status employee from one job to another job which is assigned to a pay grade with a higher maximum (CS Rule 23.4)
3. **Job Appointment** 36 months maximum (CS Rule 23.5).
4. **Restricted Appointment** 6 months maximum, employee receives no benefits. (CS Rule 23.6).

---

### ➤ **Unclassified Appointment Types**

#### **Rule 4.1(d)1, must meet one of four conditions: (Director approved)**

- Part-time – An example of part-time workers are student workers.
- Temporary – Temporary work is one year or less.
- Seasonal – Work that is needed for a specific time of the year.
- Intermittent (Transient employees fit into this category.)

#### **Rule 4.1(d)2, must be:**

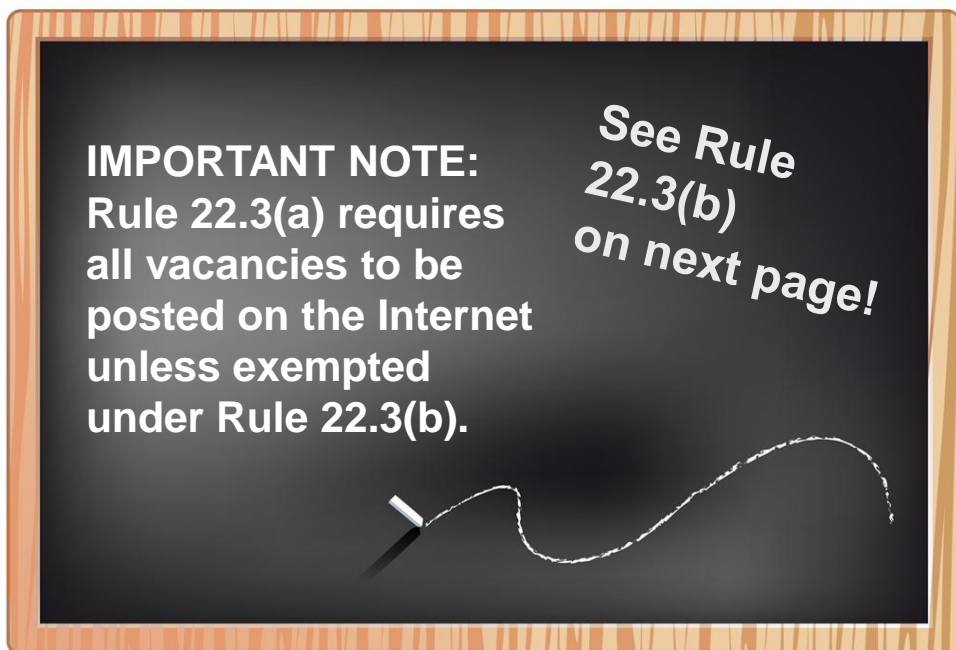
Approved by the Civil Service Commission at a regular public meeting of the Commission. An example of this is an agency that receives a small grant for a five year time-frame and the agency wants to hire an unclassified employee with the grant money.

## STAFFING

**Chapters 22 and 23** state the requirements for filling vacancies and the types of appointments that can be made.

Further guidelines and policies for the application of these rules can be found in the Staffing portion of the **HR Handbook**.

Both the Rules and the HR Handbook can be found on our website at [www.civilservice.la.gov](http://www.civilservice.la.gov) under the HR Professionals portal.



## CS Rule 22.3(b)

A vacancy may be filled without public announcement in the circumstances listed below:

1. Appointment from a Department Preferred Reemployment list.
2. Restricted appointment.
3. Noncompetitive appointment of a client of a State Vocational Rehabilitation Services Program or a State Blind Services Program under provisions of Rule 22.8(a).
4. Noncompetitive reemployment of a former employee based on prior state service under provisions of Rule 23.13(a).
5. Detail to special duty.
6. Demotion of a permanent classified employee.
7. Reassignment, position change or lateral transfer of a permanent classified employee.
8. Out-of-state vacancies filled in accordance with Rule 22.8(b).
9. Temporary Inter-Departmental Assignment.
10. When non-classified employees are declared to be in the State Classified Service or are acquired by a State Agency in accordance with Rule 24.2.
11. Noncompetitive promotion of a permanent classified employee to a position to which he or she would have noncompetitive reemployment eligibility under Rule 23.13 if he or she were to resign.

## STAFFING

**LA Careers:** Allows you to apply for state jobs online by selecting the job category, location, and/or agency. Specific instructions on how to use LA Careers can be found on the LA Careers website at [www.jobs.la.gov](http://www.jobs.la.gov).

- It is an electronic recruitment approach to reduce the paper laden process which leverages the State of Louisiana to be more competitive in the battle for talent.
- Provides customers a decentralized hiring process that reduces time-to-hire.
- Affords agencies the ability to accept applications 24/7.
- Users can track all requisition activities, status and progress.
- LA Careers provides HR with tools to easily screen applications for minimum qualifications.
- It offers reporting tools to find, track and measure critical data.





# STAFFING

---

## Tools and Resources

- **Admit Note Database**

A link is located on the CS website under *HRinfo/Staffing*. Contains examples of experience and education that have been deemed qualifying or non-qualifying by Civil Service in the past. Organized by categories that can be searched in multiple ways.

- **OPEN System**

- Pay Plan Information
- Department Preferred
- Employee Appeals
- Incumbency Data
- Personnel Records

- **One Stop**

- Job Specs with Minimum/Flexible Qualifications
- Pay level and salary information for classified jobs
- Location of jobs (by parish and department)

- **Training offered by Staffing**

- Online Introduction to Minimum Qualifications Course
- Job Profiling Workshop (Part 2) - This workshop is a follow-up to the CPTP *Introduction to Job Profiling* (part 1) and is intended for those HR professionals who have an interest and/or need to conduct job profiling in their agency.

- **Retiree Rehire Database**

# **Program Assistance**

- Merit Increases
- Basics of Overtime
- Performance, Planning, & Review
- Public vs. Private Information

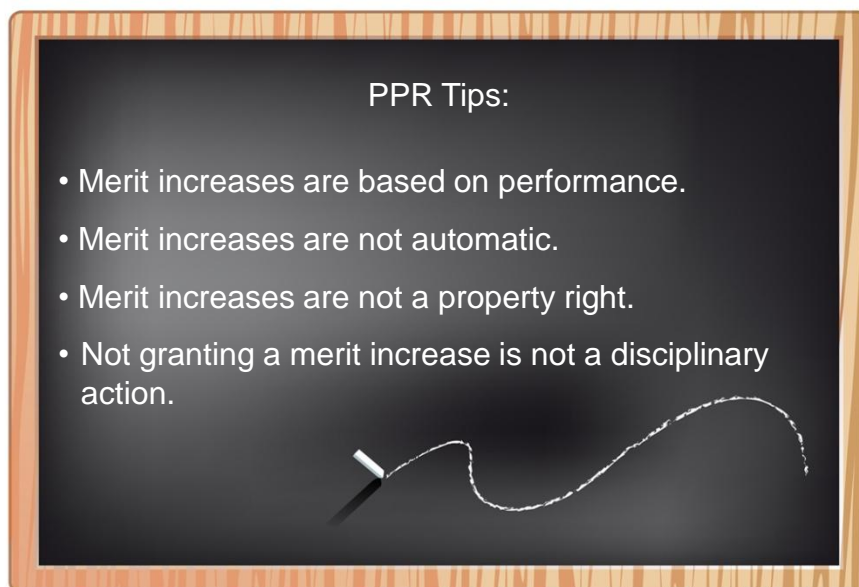


**Contact Information:**  
**P.O. Box 94111, Capitol Station**  
**Baton Rouge, LA 70804**  
**Ph: 225-342-8274**  
**Fax: 225-342-0966**

## Merit Increases

Constitution states that BONUSES ARE ILLEGAL.

- Merit increases are based on performance.
- Merit increases are not automatic.
- A new classified employee is eligible for a merit increase after six months of continuous state employment.
- Merits are normally given on the employee's anniversary date.
- To be eligible for a merit, an employee must have a PPR rating of Meets Requirements, Exceeds Requirements, or Outstanding.
- Un-rated employees are still eligible to receive a merit increase.



## **Basics of Overtime**

### **Who must work overtime?**

Civil Service Rule 21.1 states: “An employee in the classified service may be required by his appointing authority to work overtime.”

Supervisors should be sure that there is a reasonable business reason before requiring overtime.

### **Methods of compensation for overtime**

At the option of the appointing authority, an employee who has a regular schedule of duty may be compensated for overtime by pay or by being credited with compensatory leave.

### **For overtime purposes, there are only two kinds of employees:**

- 1) Non-Exempt**
- 2) Exempt.**

The state is subject to the federal Fair Labor Standards Act (FLSA) regarding overtime for non-exempt employees. “Exempt” employees are those who are exempt from the FLSA, i.e., not covered by it.

The exempt or non-exempt status of any particular position is determined by the agency in accordance with a variety of factors defined in the FLSA, not by Civil Service rules. Exempt or non-exempt status is NOT automatically determined by one’s pay range or by whether the position is classified or unclassified.

Often the responsibility to make this determination is placed within the agency’s Human Resources Office.

### **What is FLSA overtime and what is “State” overtime?**

- FLSA overtime is overtime compensation granted to non-exempt employees who have worked in excess of their regularly scheduled work period, usually 40 hours in seven-day week. This overtime is always compensated at the time and one-half rate. There are a few exceptions to the 40 hour, seven day week, such as police, fire, boat and hospital personnel.
- “State” overtime is either: a) overtime worked by an exempt employee, or, b) any overtime worked by a non-exempt employee that is not in excess of 40 hours during his regularly scheduled workweek due to leave taken or a holiday observed.

### **Who must be compensated?**

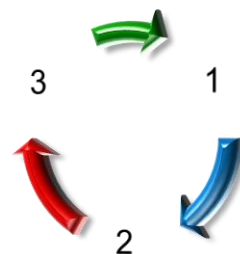
- Non-exempt employees must be compensated at the time and one-half rate for FLSA overtime.
- If a non-exempt employee works overtime on a workday or on a regular day off, but has not worked in excess of 40 hours for the work week due to leave taken or a holiday observed during the week, the employee must be compensated at the “state” rate (usually hour-for-hour rate).
- If a non-exempt employee works on a holiday or works during official agency closures, the employee may, at the agency’s discretion, be compensated at the time and one-half rate for “State” overtime.
- There is no requirement for exempt employees to be compensated for any overtime worked. If they are compensated, the compensation rate will be at the hour-for-hour rate, except in rare circumstances or with prior approval of the CS Commission.

**Performance, Planning, and Review (PPR)**

- The official PPR form is the SF-15. Agencies may use an alternate form with Civil Service approval.
- PPRs are mandatory for classified employees.
- PPR is an annual process of planning, documenting/feedback and evaluation.
- PPR sessions are usually given at the time of the employee's anniversary date.
- An anniversary date may or may not be the same as the date an employee's probationary period ends.
- Anniversary dates do not change when an employee promotes or transfers unless there is a break in service.
- PPR Form (SF-15) link below:  
<http://www.civilservice.la.gov/progasst/ppr/pprform.pdf>

The PPR process involves three steps:

1. Performance planning
2. Continual performance observation, documentation and feedback—*Communication*
3. Performance review, rating and counseling



## **Public vs. Private Information**

### **PUBLIC RECORDS**

A public record is any document or group of documents (a file, for instance) which has been used, prepared, processed or retained for use in the performance of any business or function performed under the authority of the Constitution or laws of this state, unless excepted in the "public records law" or the Constitution of the state. This includes any reproduction of these documents.

Two legal concepts come into play when determining if a public record (or a part of it) contains public or confidential information under law. On one hand, a Human Resources Office must be aware of the Louisiana Public Records Act (RS 44:1-427), while on the other it must weigh the employee's expectation of privacy that is protected by the United States Constitution.

#### **Additional Information:**

<http://www.civilservice.la.gov/HRHandbook/publicvsprivate.htm>

### **Training Requirements for Classified Employees:**

See Minimum Supervisory Training Requirements Policy:

<http://www.civilservice.la.gov/HRHandbook/MandatoryTraining/MinSuperTrainingREQ.asp>



# **Accountability**

- Responsibility
- Audits
- Accountability Information



**Contact Information:**  
**P.O. Box 94111, Capitol Station**  
**Baton Rouge, LA 70804**  
**Ph: 225-219-9437**  
**Fax: 225-219-1041**



## Accountability Division

The Accountability Division was created in 2000 due to the decentralization of personnel actions to state agencies.

The Accountability Division:

- ✓ Reviews human resource practices, programs, and policies for compliance of Civil Service Rules.
- ✓ Investigates violations of Civil Service Rules.
- ✓ Audits agencies on a 3 year cycle. Each year the agency will receive either a Drop-In Visit, a Paper Review, or a Full Program Review from Accountability.



### The scoop on investigations...

- Chapter 16 of the Civil Service Rules covers Civil Service investigation processes and requirements.
- Investigations arise from either an anonymous or identified source filing a complaint with the DSCS Accountability Division.
- The majority of investigations conducted by the Accountability Division fall into one of these three categories: falsification of records, prohibited political activity, and illegal discrimination.

# **Appeals**

- Due Process
- Grievances
- Appeals



**Contact Information:**  
**P.O. Box 94111, Capitol Station**  
**Baton Rouge, LA 70804**  
**Ph: 225-342-8070**  
**Fax: 225-342-8058**

# APPEALS

## **Due Process**

A permanent employee's right to continued employment cannot be taken without affording the employee due process of law. Due process is determined by the courts. It includes PRIOR WRITTEN NOTICE of a disciplinary action (Rule 12.8) and pre-removal/pre-discipline procedures (Rule 12.7).

- The “due process” requirement has three basic steps:
  - Notification of the “charges” and the proposed disciplinary action that will be taken.
  - An opportunity for the employee to respond to the charges, and
  - Notification of the final decision made by the Appointing Authority after considering the employee's response, if a response was provided.

## **Grievances**

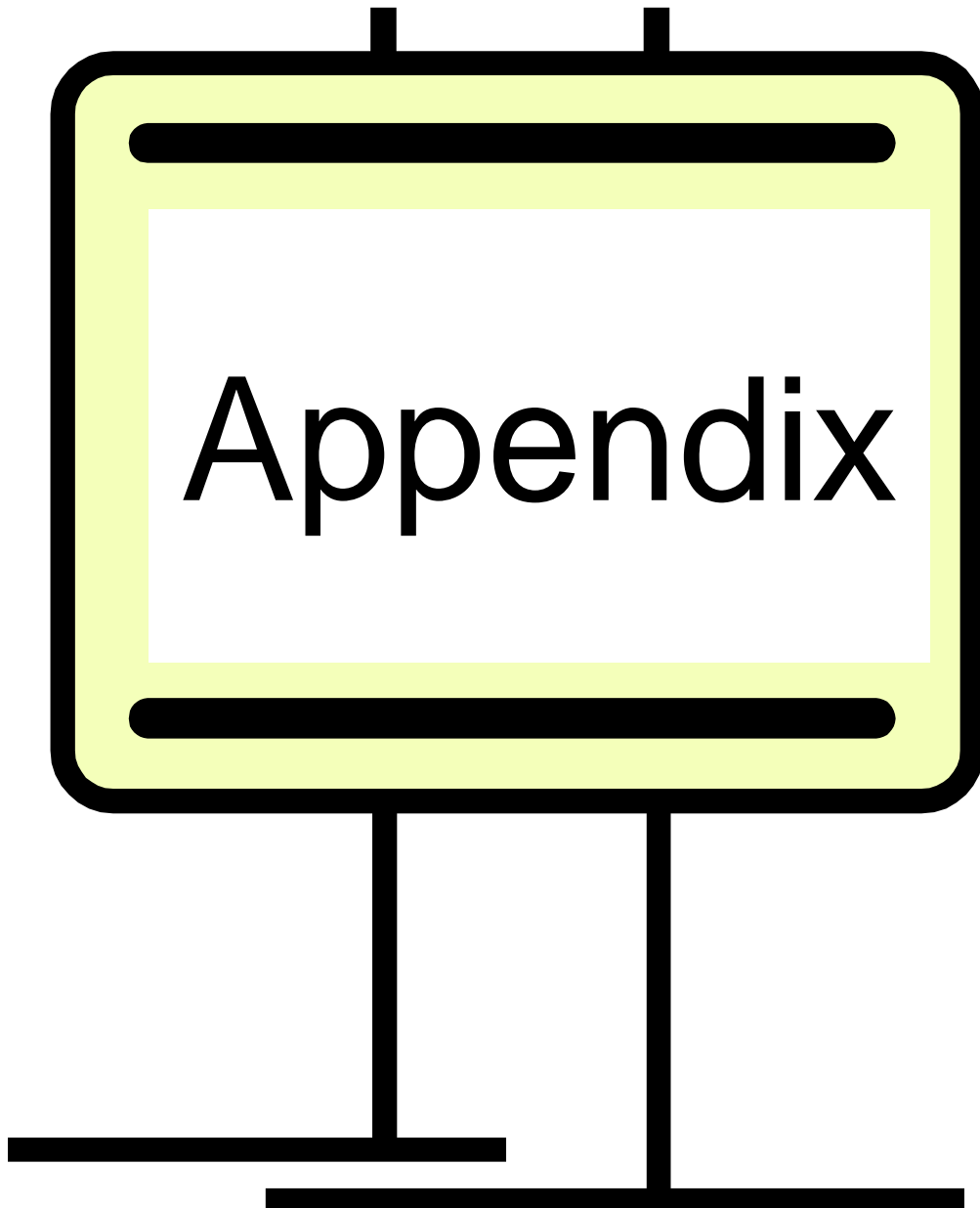
- Grievances are handled at the agency. They do not go to Civil Service.
- Every agency is required to have a Grievance Policy.
- Grievances do not automatically turn into appeals.
- Appeals are formal requests by an employee to have Civil Service review certain types of employment actions.

# APPEALS

- Appeals can be filed by:
  1. A permanent employee who has been disciplined or removed.
  2. A classified employee who believes he has been discriminated against because of his political or religious beliefs, sex, or race.
  3. A classified employee who believes he has been adversely affected by a violation of a Civil Service Rule or the Civil Service Article.
- Appeals are heard by a Referee or by the Civil Service Commission.

Number of Separations vs. Appeals			
Data reported by year for 2005,2006,and 2007	2005	2006	2007
Total Separations	1862	2239	2249
Separations Appealed	134 (7%)	107 (5%)	86 (4%)
Separations Reversed	7 (5%) (<1%)	8 (7%) (<1%)	14 (16%) (<1%)

This data includes those who resigned to avoid dismissal.



### **Additional Human Resources Courses**

#### **HUMAN RESOURCE PROFESSIONALS CURRICULUM:**

(Module 1): Foundation of being an effective human resource professional

(Module 2): Staffing Considerations

(Module 3): Hiring and Keeping the best

(Module 4): Various “must knows” for the human resource professional

(Module 5): Compensation – Pay rules and Classification issues

(Module 6): Disciplinary actions and Civil Service appeals

(Module 7): LASERS - Visit Civil Service website for course description.

#### **TRAINING OFFERED BY THE COMPENSATION DIVISION:**

Classification Delegation Training

Flexible Pay Options: Visit Civil Service website for course descriptions.

Rewards and Recognition

Special Entrance Rates

#### **TRAINING OFFERED BY THE STAFFING DIVISION:**

Introduction to Interpreting Minimum Qualifications

OPEN – The Online Personnel Information System

#### **COURSE DESCRIPTIONS :**

<http://www.civilservice.la.gov/Training/stafftraining2.asp>

## APPENDIX B

### Glossary

- **Affirm:** A nature of action, which indicates that the duties of a position continue to be encompassed by the exiting job concept. Affirmation does not support reallocation to another job title.
- **Allocation:** The determination of the job to which a position in the classified service can be assigned.
- **Appeal for Reallocation:** A request for change in the allocation of an existing position wherein either the duties and responsibilities have undergone a change or an existing allocation is to be reevaluated.
- **Employee Appeal:** Initiated by the employee occupying the position.
- **Agency Appeal:** Initiated by the Appointing Authority or his designee.
- **5.3 Appeal:** An appeal to the Director of Civil Service; after a desk audit is conducted by his designee, the Director's decision shall be final for a period of one year.
- **Certificate:** A list containing names of all applicants for a specific vacancy who meet the minimum qualifications, have attained any test scores required by Civil Service, applied during the open period and other requirements listed in Civil Service Rule 22.9. The certificate is created by the HR staff of the hiring agency in the LA Careers system.
- **Department Preferred List:** List of people who have re-employment rights to certain job classes in certain parishes as a result of layoff actions. Preferred lists must always be checked prior to making an appointment or promotion.
- **Job Correction:** A change in the allocation of a position as a result of revisions to a job specification and/or the allocation criteria for a job specification. Generally, occupied positions are job corrected when an employee's duties have experienced little change for a minimum of two years preceding the action. Job Correction allows a change in a position's job code without the incumbent needing to meet the minimum qualifications or testing requirements.
- **Job Specification:** A summary of the most important features of a job including the general nature of work performed, specific task responsibilities, and employee characteristics (including skills) required to perform the job. A job specification focuses on the job itself and not any specific individual who might fill the job.
- **Official Job title:** Official title assigned to a position by the Department of Civil Service location on Uniform Pay Plan.
- **Position Description:** Also known as a SF-3; a document, which describes the job related duties of a discrete position.
- **Reallocation:** A change in the allocation of a position from one job to another.
- **Uniform Pay Plan:** A pay plan wherein the pay structure and administrative rules are uniformly applicable to all agencies for positions of the Classified Service.